

Hello. I'm Nikki Brown.

I'm a curious, empathetic, and independent support professional. I love building relationships with customers and helping them solve problems through education, technical support, brainstorming, or whatever other means necessary!

Skills

- Teaching complex topics to diverse groups
- Providing support via multiple channels
- Technical troubleshooting
- Writing internal and external documentation
- Onboarding new clients
- Training new team members

Tools

- Intercom
- Zendesk
- HTML/CSS, JavaScript, Ruby
- Google Analytics
- Maestro QA
- Confluence, JIRA
- Microsoft Office
- Slack

Education

2010 | B.A.

HISTORY

Western Washington University

Experience

JAN 2019 - PRESENT

CUSTOMER SUPPORT REPRESENTATIVE II

ROCKETRIP | Remote (New York, NY)

Help our clients and their traveling employees via email and chat. Take ownership of inquiries from the first "hello" to a proactive solution. Write and maintain internal documentation, as well as the public Help Center/FAQ. Work across departments to troubleshoot bugs and implement new features. Provide customized onboarding demos and training sessions.

SEPT 2018 - JAN 2019

PROGRAM SUPPORT SPECIALIST

SPOKANE COUNTY LIBRARY DISTRICT | Spokane, WA

Provided prompt and friendly readers' advising and information services to customers in person, over the phone or email. Planned and conduction library programs, such as story times and crafts. Instructed customers in the use of library equipment and technology.

OCT 2017 - SEPT 2018

SHIFT SUPERVISOR

STARBUCKS | Redmond, WA

Executed store operations by managing partners schedules, delegating tasks, and reviewing inventory counts - all while providing an amazing experience for customers. Partner of the Quarter (Q3 2017)

MAR 2016 - AUG 2017

FRONT-END DEVELOPER

STELLA & DOT | Seattle, WA

Developed as part of a small, Agile team for a large e-commerce platform. Rebuilt static front end from scratch into a single-page application with AngularJS.

E nikki.m.brown@gmail.com

W linkedin.com/in/nikkimbrown

P 360.920.3644

L Spokane, WA, USA

Hello. I'm **Nikki Brown.**

Experience Continued

JAN 2015 – DEC 2015

APPRENTICE INSTRUCTOR

CODING DOJO | Bellevue, WA

Led students in four-week courses on HTML/CSS, PHP, Ruby, and JavaScript. Provided code reviews, project coaching, daily subject lectures, and demos. Also mentored recently graduated students on deploying projects and creating a portfolio.

SEPT 2013 – DEC 2014

ACCOUNT MANAGER

PROPEL INSURANCE | Olympia, WA

Started as Account Assistant, promoted within one year (ahead of standard promotion timeline). Managed over one hundred commercial accounts. Received PROP award, nominated by colleagues for outstanding work.

JUNE 2012 – JULY 2013

MEMBER SERVICES REPRESENTATIVE

UPMC HEALTH PLAN | Pittsburgh, PA

Provided support to health plan members via phone, online chat, and email. Conducted wellness and information campaigns, assisted employers with plan payments, and trained new representatives. Became subject matter expert and trainer for third-party administration services.

SEPT 2010 – APRIL 2012

ASSOCIATE INSURANCE ACCOUNT EXECUTIVE

AUTOMATIC DATA PROCESSING | Coraopolis, PA

Advised small- and mid-sized businesses on commercial insurance coverage.